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# News - Don't Hang Up! Learn how to better serve customers with hearing or speech loss with Georgia Relay Partner

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*People, Libraries  
and Agencies* **IN THE NEWS**

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## **Don't Hang Up! Learn How to Better Serve Customers with Hearing or Speech Loss with Georgia Relay Partner**

Georgia Relay, the free public service provided by the State of Georgia that makes communicating by telephone easy, accessible and reliable for everyone, wants to make Georgia's libraries friendlier for people who are deaf, hard of hearing, deaf-blind, late-deafened or who have difficulty speaking.

All too often, when Relay users place calls to local businesses, including libraries, they are hung-up on. This commonly occurs simply because employees are not familiar with Relay and do not realize that current or potential customers are on the other end of the line.

To address this issue, Georgia Relay created Georgia Relay Partner, a free program that provides local businesses with online educational and training materials about Relay services.

By becoming familiar with the variety of telephone services available to Georgia Relay users, employees are more able to easily accept

and place calls to customers who have hearing loss or speech difficulties.

Commonly-used Relay services include:

- Traditional Relay using Text Telephones (TTY)
- Speech-to-Speech Relay
- Internet (IP) Relay
- CapTel® Captioned Telephones
- CapTel® for PC/Mac, Smartphones, Tablets

Ellen Rolader is Georgia Relay's outreach coordinator and provides free training workshops for all new Georgia Relay partners. All members of the program are also promoted on the Georgia Relay website, [www.georgiarelay.org](http://www.georgiarelay.org), to help local Relay users find the companies and organizations that are best prepared to serve them.

If you would like your library staff to learn more about Georgia Relay and how to effectively communicate with customers who use Relay services, please consider becoming a Georgia Relay partner. To enroll or to find more information, please visit [www.georgiarelay.org](http://www.georgiarelay.org) or contact Ellen Rolader at [ellen.rolader@hamiltonrelay.com](mailto:ellen.rolader@hamiltonrelay.com).